
Exhibit 300: Capital Asset Plan and Business Case Summary

PART I: SUMMARY INFORMATION AND JUSTIFICATION (All Capital Assets)

Section A: Overview (All Capital Assets)

1. Date of Submission: September 10, 2007
2. Agency: 393
3. Bureau: 000
4. Name of this Capital Asset: Expanding NARA Online Services (ENOS)
5. Unique Project (Investment) Identifier: (For IT investments only, see section 53. For all other, use agency ID system.) 393-00-01-04-01-0005-00
6. What kind of investment will this be in FY2009? (Please NOTE: Investments moving to O&M ONLY in FY2009, with Planning/Acquisition activities prior to FY2009 should not select O&M. These investments should indicate their current status.)
 Planning Full Acquisition Operations and Maintenance Mixed Life Cycle Multi-Agency Collaboration
7. What was the first budget year this investment was submitted to OMB? FY2003
8. Provide a brief summary and justification for this investment, including a brief description of how this closes in part or in whole an identified agency performance gap:

In support of furthering NARA's Strategic Goals, ENOS will extend its goals to seamlessly preserve and process records, and provide more of our services online. To achieve this, NARA re-engineers specific services that automate the process of managing archival non-electronic holdings and the delivery of online services to our customers. We employ a Business Processing Reengineering (BPR) methodology that guides the implementation of each business transaction. This ensures that our solutions refresh existing transactions and related processes with new technology. The BPR implements these changes through flexible, customer-oriented business and technology solutions that are endorsed by our stakeholders.

This effort is aligned to our GPEA Implementation Plan, which lists 50 business transactions (conducted with the public and Government agencies) that could be offered on our Web site. NARA established ENOS (Expanding NARA Online Services) to manage this multi-year effort. ENOS has an E-Government Program to oversee NARA's annual GPEA commitments and to ensure the quality implementation of new automated Web-based services.

For example, the Order Online! redesign, scheduled for deployment in October 2007, will better support the quotation process and improve researcher ease of use by promoting online researcher self-service in determining what records NARA has and how to obtain copies. The key objective of the redesign is to allow researchers to locate and order products across format types while facilitating the pre-quoting process by capturing all relevant data related to the researcher request.

ENOS will also implement additional capabilities to support the management of NARA's permanent archival non-electronic records. This ensures that the status and location of the holdings are readily available, which enhances ENOS ability to provide faster access thus improving NARA's online services to customers. Initial Operating Capability, scheduled for deployment in FY 2008, includes replacement of manual tools that support NARA's management of archival holdings.

Through ENOS, NARA's goal is to fully implement its E-Government program, designing and delivering new Web-based services to its customers primarily by using Siebel's Customer Relationship Management software. As we complete these initiatives, ENOS will continue to improve online service capability and implement technology solutions that enable automation and integration of these customer relationship applications.

9. Did the Agency's Executive/Investment Committee approve this request? Yes

a. If "yes," what was the date of this approval? August 27, 2007

10. Did the Project Manager review this Exhibit? Yes

11. Contact information of Project Manager?

Name: Thomas Kee
Phone: (301) 837-0971
Email: Thomas.Kee@nara.gov

a. What is the current FAC-P/PM certification level of the project/program manager? 2

12. Has the agency developed and/or promoted cost effective, energy-efficient, and environmentally sustainable techniques or practices for this project. (Answer applicable to non-IT assets only) Yes

a. Will this investment include electronic assets (including computers)? Yes

b. Is this investment for new construction or major retrofit of a Federal building or facility? (answer applicable to non-IT assets only)) N/A

1. If "yes," is an ESPC or UESC being used to help fund this investment? N/A

2. If "yes," will this investment meet sustainable design principles? N/A

3. If "yes," is it designed to be 30% more energy efficient than relevant code? N/A

13. Does this investment support one of the PMA initiatives? No

If "yes," check all that apply: *To check all that applies, double click the grey box next to the initiative you would like to add. Select CHECKED from the default value section and then select OK.*

- Human Capital
- Budget Performance Integration
- Financial Performance
- Expanded E-Government
- Competitive Sourcing
- Faith Based and Community
- Real Property Asset Management
- Eliminating Improper Payments
- Privatization of Military Housing
- Research & Development Investment Criteria
- Housing & Urban Development Management & Performance
- Broadening Health Insurance Coverage through State Initiatives
- "Right Sized" Overseas Presence
- Coordination of VA & DoD Programs and Systems

a. Briefly and specifically describe for each selected how this asset directly supports the identified initiative(s)? (e.g. If E-Gov is selected, is it an approved shared service provider or the managing partner?)

14. Does this investment support a program assessed using the Program Assessment Rating Tool (PART)? (For more information about the PART, visit www.whitehouse.gov/omb/part.) Yes
- If "yes," does this investment address a weakness found during the PART review? No
 - If "yes," what is the name of the PARTed program? Records Services Program
 - If "yes," what rating did the PART receive (Effective, Moderately Effective, Adequate, Ineffective, Results Not Demonstrated)? Adequate

15. Is this investment for information technology? (see section 53 for definition) Yes

If the answer to Question 15 is "Yes," complete questions 16-23 below. If the answer is "No," do not answer questions 16-23.

For information technology investments only:

16. What is the level of the IT Project (per CIO Council PM Guidance)?

- Level 1
 Level 2
 Level 3

17. What project management qualifications does the Project Manager have? (per CIO Council PM Guidance):

- Project manager has been validated as qualified for this investment
 Project manager qualification is under review for this investment
 Project manager assigned to investment, but does not meet requirements
 Project manager assigned but qualification status review has not yet started
 No Project manager has yet been assigned to this investment

18. Is this investment or any project(s) within this investment identified as "high risk" on the Q4-FY 2007 agency high risk report (per OMB Memorandum M-05-23)? Yes

19. Is this a financial management system? No

- a. If "yes," does this investment address a FFMIA compliance area? N/A

1. If "yes," which compliance area: N/A

2. If "no," what does it address? N/A.

- b. If "yes," please identify the system name(s) and system acronym(s) as reported in the most recent financial systems inventory update required by Circular A-11 section 52 N/A

20. What is the percentage breakout for the total FY2009 funding request for the following? (This should total 100% - enter as decimal, e.g., .25 = 25%).

Hardware .03

Software .27

Services .70

Other 0%

21. If this project produces information dissemination products for the public, are these products published to the Internet in conformance with OMB Memorandum 05-04 and included in your agency inventory, schedules and priorities? Yes

22. Contact information of individual responsible for privacy related questions:

Name: Gary M. Stern
Phone Number: 301-837-3026
Title: Senior Official for Privacy Policy
E-mail: GaryM.Stern@nara.gov

23. Are the records produced by this investment appropriately scheduled with the National Archives and Records Administration's approval? Yes
24. Does this investment directly support one of the GAO High Risk Areas? No

Section B: Summary of Spending (All Capital Assets)

1. Provide the total estimated life-cycle cost for this investment by completing the following table. All amounts represent budget authority in millions, and are rounded to three decimal places. Federal personnel costs should be included only in the row designated "Government FTE Cost," and should be **excluded** from the amounts shown for "Planning," "Full Acquisition," and "Operation/Maintenance." The "TOTAL" estimated annual cost of the investment is the sum of costs for "Planning," "Full Acquisition," and "Operation/Maintenance." For Federal buildings and facilities, life-cycle costs should include long term energy, environmental, decommissioning, and/or restoration costs. The costs associated with the entire life-cycle of the investment should be included in this report.

Table 1: SUMMARY OF SPENDING FOR PROJECT PHASES (REPORTED IN MILLIONS)				
(Estimates for BY+1 and beyond are for planning purposes only and do not represent budget decisions)				
	PY-1 and Earlier	PY 2007	CY 2008	BY 2009
Planning:	5.100	0.350	0.200	0.200
Acquisition:	9.885	1.450	0.900	0.900
Subtotal Planning & Acquisition:	14.985	1.800	1.100	1.100
Operations & Maintenance:	2.800	0.600	0.600	0.600
TOTAL:	17.785	2.400	1.700	1.700
Government FTE Costs should not be included in the amounts provided above				
Government FTE Costs:	2.500	0.504	0.518	0.529
Number of FTE represented by Costs:	20	4	4	4

2. Will this project require the agency to hire additional FTE's? No
 - a. If "yes," How many and in what year? N/A
3. If the summary of spending has changed from the FY2008 President's budget request, briefly explain those changes. N/A

Section C: Acquisition/Contract Strategy (All Capital Assets)

1. Complete the table for all (including all non-Federal) contracts and/or task orders currently in place or planned for this investment. Total Value should include all option years for each contract. Contracts and/or task orders completed do not need to be included.

Contracts/Task Orders Table:																
Contractor Task Order Number	Type of Contract/Task Order	Has the contract been awarded (Y/N)	If so what is the date of the award? If not, what is the planned award date?	Start & end date of Contract / Task Order	End date of Contract/Task Order	Total Value of Contract/Task Order (\$M)	Is this an Interagency Acquisition? (Y/N)	Is it performance based? (Y/N)	Competitively awarded? (Y/N)	What, if any, alternative financing option is being used? (ESPC, UESC, EUL, N/A)	Is EVM in the contract? N	Does the contract include the Required security & privacy clauses?(Y/N)	Name of CO	CO Contact information (phone/email)	Contracting Officer Certification Level(Level 1, 2, 3, N/A)	If N/A, has the agency determined the CO assigned has the competencies and skills necessary to support this acquisition? Y/N)
NAMA-03-F-0041	Time and Material	Yes	May 27, 2003	Jun 2, 2003	Jun 1, 2008	8.718	No	No	Yes	N/A	No	Yes	Laverne Fields	301-837-3063 Laverne.Fields@nara.gov	2	Yes
NAMA-03-F-0069	Time and Material	Yes	Sep 30, 2003	Sep 30, 2003	Sep 29, 2007	8.978	No	No	Yes	N/A	No	No	Laverne Fields	301-837-3063 Laverne.Fields@nara.gov	2	Yes
NAMA-04-F-0059	Time and Material	Yes	Aug 5, 2004	Aug 5, 2004	Mar 30, 2007	0.489	No	No	Yes	N/A	No	No	Laverne Fields	301-837-3063 Laverne.Fields@nara.gov	2	Yes
NAMA-07-F-0111	Mixed	No	Sep 10, 2007	Sep 24, 2007	Sep 23, 2012	26.240	No	Yes	Yes	N/A	Yes	Yes	Anne Hasselbrack	301-837-0521, Anne.Hasselbrack@nara.gov	2	Yes

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why: EVM will be included in the new contract.
3. Do the contracts ensure Section 508 compliance? Yes
 - a. Explain why: NARA specifies Section 508 compliance in all contracts, including small acquisitions to ensure that assistive technology, devices, and services are available to all NARA employees and members of the public with disabilities who use NARA Information Technology equipment in NARA facilities. Contractors are required to design, develop, implement, maintain and upgrade all technologies to demonstrate full compliance with all existing accessibility legislation
4. Is there an acquisition plan which has been approved in accordance with agency requirements? Yes
 - a. If "yes," what is the date? June 11, 2007
 - b. If "no," will an acquisition plan be developed? N/A
 1. If "no," briefly explain why: N/A

Section D: Performance Information (All Capital Assets)

In order to successfully address this area of the exhibit 300, performance goals must be provided for the agency and be linked to the annual performance plan. The investment must discuss the agency's mission and strategic goals, and performance measures (indicators) must be provided. These goals need to map to the gap in the agency's strategic goals and objectives this investment is designed to fill. They are the internal and external performance benefits this investment is expected to deliver to the agency (e.g., improve efficiency by 60 percent, increase citizen participation by 300 percent a year to achieve an overall citizen participation rate of 75 percent by FY 2xxx, etc.). The goals must be clearly measurable investment outcomes, and if applicable, investment outputs. They do not include the completion date of the module, milestones, or investment, or general goals, such as, significant, better, improved that do not have a quantitative measure.

Agencies must use the following table to report performance goals and measures for the major investment and use the Federal Enterprise Architecture (FEA) Performance Reference Model (PRM). Map all Measurement Indicators to the corresponding "Measurement Area" and "Measurement Grouping" identified in the PRM. There should be at least one Measurement Indicator for each of the four different Measurement Areas (for each fiscal year). The PRM is available at www.egov.gov. The table can be extended to include performance measures for years beyond FY 2009.

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
2007	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Mission & Business Results	Customer Services	Percentage of NARA archival holdings described at the series or collection level in an online catalog.	50.6% Archival 56.81% Artifact 42.8% Electronic	55% Archival 55% Artifact 55% Electronic	55.97% Archival 56.87% Artifact 98.64% Electronic (through July 31, 2007)
2007	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Customer Results	Delivery Time	Percent of fixed fee reproduction orders completed in 20 days or less	85.9%	85%	76.21% (through July 31, 2007)
2007	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Savings and Cost Avoidance	NARA's per-order cost for fixed-fee reproduction orders	\$28.74	Decrease	TBD
2007	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere,	Technology	External Data Sharing	Percent increase in number of archival electronic holdings accessible online	13.09%	10%	TBD

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	anytime.						
2008	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Mission & Business Results	Customer Services	Percentage of NARA archival holdings described at the series or collection level in an online catalog.	TBD	Increase	TBD
2008	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Customer Results	Delivery Time	Percent of fixed fee reproduction orders completed in 20 days or less	TBD	TBD	TBD
2008	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Customer Results	Customer Satisfaction	Percent of researchers - online and physical - who are highly satisfied with their NARA experience.	TBD	TBD	TBD
2008	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Savings and Cost Avoidance	NARA's per-order cost for fixed-fee reproduction orders	TBD	Decrease	TBD
2008	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Innovation and Improvement	Percentage of NARA services that are available online	TBD	Increase	TBD
2008	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Savings and Cost Avoidance	Current operating costs to deliver NARA online services, per visit.	TBD	Decrease	TBD
2008	Goal 4: We will provide prompt, easy, and secure access to our	Technology	External Data Sharing	Percent increase in number of archival electronic holdings	TBD	Increase	TBD

Performance Information Table

Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	holdings anywhere, anytime.			accessible online			
2009	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Mission & Business Results	Customer Services	Percentage of NARA archival holdings described at the series or collection level in an online catalog.	TBD	Increase	TBD
2009	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime	Customer Results	Delivery Time	Percent of fixed fee reproduction orders completed in 20 days or less	TBD	TBD	TBD
2009	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Customer Results	Customer Satisfaction	Percent of researchers - online and physical - who are highly satisfied with their NARA experience.	TBD	TBD	TBD
2009	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Savings and Cost Avoidance	NARA's per-order cost for fixed-fee reproduction orders	TBD	Decrease	TBD
2009	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Innovation and Improvement	Percentage of NARA services that are available online	TBD	Increase	TBD
2009	Goal 4: We will provide prompt, easy, and secure access to our holdings anywhere, anytime.	Processes & Activities	Savings and Cost Avoidance	Current operating costs to deliver NARA online services, per visit.	TBD	Decrease	TBD
2009	Goal 4: We will provide	Technology	External Data Sharing	Percent increase in number of	TBD	Increase	TBD

Short text - 250 characters Medium text - 500 characters Long text - 2500 characters
All dollar amounts must be reported in millions with at least 3 decimals (6 decimals available)

Performance Information Table							
Fiscal Year	Strategic Goal(s) Supported	Measurement Area	Measurement Grouping	Measurement Indicator	Baseline	Target	Actual Results
	prompt, easy, and secure access to our holdings anywhere, anytime.			archival electronic holdings accessible online			

Section E: Security and Privacy (IT Capital Assets only)

In order to successfully address this area of the business case, each question below must be answered at the system/application level, not at a program or agency level. Systems supporting this investment on the planning and operational systems security tables should match the systems on the privacy table below. Systems on the Operational Security Table must be included on your agency FISMA system inventory and should be easily referenced in the inventory (i.e., should use the same name or identifier).

For existing Mixed-Life Cycle investments where enhancement, development, and/or modernization is planned, include the investment in both the “Systems in Planning” table (Table 3) and the “Operational Systems” table (Table 4). Systems which are already operational, but have enhancement, development, and/or modernization activity, should be included in both Table 3 and Table 4. Table 3 should reflect the planned date for the system changes to be complete and operational, and the planned date for the associated C&A update. Table 4 should reflect the current status of the requirements listed. In this context, information contained within Table 3 should characterize what updates to testing and documentation will occur before implementing the enhancements; and Table 4 should characterize the current state of the materials associated with the existing system.

All systems listed in the two security tables should be identified in the privacy table. The list of systems in the “Name of System” column of the privacy table (Table 8) should match the systems listed in columns titled “Name of System” in the security tables (Tables 3 and 4). For the Privacy table, it is possible that there may not be a one-to-one ratio between the list of systems and the related privacy documents. For example, one PIA could cover multiple systems. If this is the case, a working link to the PIA may be listed in column (d) of the privacy table more than once (for each system covered by the PIA)

The questions asking whether there is a PIA which covers the system and whether a SORN is required for the system are discrete from the narrative fields. The narrative column provides an opportunity for free text explanation why a working link is not provided. For example, a SORN may be required for the system, but the system is not yet operational. In this circumstance, answer “yes” for column (e) and in the narrative in column (f), explain that because the system is not operational the SORN is not yet required to be published.

1. Have the IT security costs for the system(s) been identified and integrated into the overall costs of the investment: Yes
 - a. If “yes,” provide the “Percentage IT Security” for the budget year: 4
2. Is identifying and assessing security and privacy risks a part of the overall risk management effort for each system supporting or part of this investment. Yes

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization – Security Table(s):			
Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)

3. Systems in Planning and Undergoing Enhancement(s), Development, and/or Modernization – Security Table(s):			
Name of System	Agency/ or Contractor Operated System?	Planned Operational Date	Date of Planned C&A update (for existing mixed life cycle systems) or Planned Completion Date (for new systems)
ERA	Government Only	Mar 31, 2008	Mar 31, 2008
ARCIS	Government Only	Sep 30, 2008	Sep 30, 2008
CMRS	Government Only	Sep 30, 2008	Sep 30, 2008

4. Operational Systems – Security Table:							
Name of System	Agency/ or Contractor Operated System?	NIST FIPS 199 Risk Impact level (High, Moderate, Low)	Has C&A been Completed , using NIST 800-37? (Y/N)	Date Completed : C&A	What standards were used for the Security Controls tests?" (FIPS 200/NIST 800-53, Other, N/A)	Date Complete(d): Security Control Testing	Date the contingency plan tested
ENOS	Government Only	Moderate	Yes	Aug 19, 2005	FIPS 200 / NIST 800-53	Aug 14, 2007	Sep 6, 2007
OFAS	Government Only	Moderate	Yes	May 27, 2005	FIPS 200 / NIST 800-53	Aug 20, 2007	Apr 23, 2007

5. Have any weaknesses, not yet remediated, related to any of the systems part of or supporting this investment been identified by the agency or IG? Yes
 - a. If “yes,” have those weaknesses been incorporated into the agency’s plan of action and milestone process? Yes
6. Indicate whether an increase in IT security funding is requested to remediate IT security weaknesses? No
 - a. If “yes,” specify the amount, provide a general description of the weakness, and explain how the funding request will remediate the weakness. N/A
7. How are contractor security procedures monitored, verified, and validated by the agency for the contractor systems above? N/A

8. Planning & Operational Systems – Privacy Table:

(a) Name of System	(b) Is this a new system? (Y/N)	(c) Is there at least one Privacy Impact Assessment (PIA) which covers this system? (Y/N)	(d) Internet Link or Explanation	(e) Is a System of Records Notice (SORN) required for this system? (Y/N)	(f) Internet Link or Explanation
ENOS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/orderonline-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-37.html
ERA	Yes	No	Not yet required to be completed at this time.	No	The system is not a Privacy Act system of records.
ARCIS	Yes	No	Not yet required to be completed at this time.	No	The system is not a Privacy Act system of records
OFAS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/ofas-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-25.html
CMRS	No	Yes	http://www.archives.gov/foia/privacy-program/privacy-impact-assessments/cmrs-pia.pdf	Yes	http://www.archives.gov/foia/privacy-program/nara-2.html

Details for Text Options:

Column (d): If yes to (c), provide the link(s) to the publicly posted PIA(s) with which this system is associated. If no to (c), provide an explanation why the PIA has not been publicly posted or why the PIA has not been conducted.

Column (f): If yes to (e), provide the link(s) to where the current and up to date SORN(s) is published in the federal register. If no to (e), provide an explanation why the SORN has not been published or why there isn't a current and up to date SORN.

Note: Working links must be provided to specific documents not general privacy websites. Non-working links will be considered as a blank field.

Section F: Enterprise Architecture (EA) (IT Capital Assets only)

1. Is this investment included in your agency’s target enterprise architecture? Yes
 - a. If “no,” please explain why? N/A
2. Is this investment included in the agency’s EA Transition Strategy? Yes
 - a. If “yes,” provide the investment name as identified in the Transition Strategy provided in the agency’s most recent annual EA Assessment. ENOS
 - b. If “no,” please explain why? N/A
3. Is this investment identified in a completed (contains a target architecture) and approved segment architecture? Yes
 - a. If “yes,” provide the name of the segment architecture as provided in the agency’s most recent annual EA Assessment: NARA does not have multiple segment architectures – Source: OMB FEA PMO EA Assessment for NARA Q2 FY2007 – March 2007.

4. Service Component Table:

Identify the service components funded by this major IT investment (e.g., knowledge management, content management, customer relationship management, etc.). Provide this information in the format of the following table. For detailed guidance regarding components, please refer to <http://www.whitehouse.gov/omb/egov/>.

Agency Component Name	Agency Component Description	FEA SRM Service Type	FEA SRM Component (a)	FEA Service Component Reused (b)		Internal or External Reuse? (c)	BY Funding Percentage (d)
				Component Name	UPI		
ENOS	Online customer service to the public and other Government agencies	Customer Initiated Assistance	Self-service	[Not answered]	[Not answered]	Internal	0%

5. Technical Reference Model Table:

To demonstrate how this major IT investment aligns with the FEA Technical Reference Model (TRM), please list the Service Areas, Categories, Standards, and Service Specifications supporting this IT investment.

FEA SRM Component (a)	FEA TRM Service Area	FEA TRM Service Category	FEA TRM Service Standard	Service Specification (b) (i.e., vendor and product name)
Self-service	Service Access and Delivery	Access Channels	Web Browser	Browser Independent
Self-service	Service Access and Delivery	Delivery Channels	Internet	Verizon UUNET
Self-service	Service Access and Delivery	Service Transport	Service Transport	TCP/IP
Self-service	Service Platform and Infrastructure	Support Platforms	Platform dependent	Solaris
Self-service	Service Platform and Infrastructure	Delivery Servers	Web Servers	Apache
Self-service	Service Platform	Hardware /	Servers / Computers	Sun servers

	and Infrastructure	Infrastructure		
Self-service	Service Platform and Infrastructure	Database / Storage	Database	Oracle
Self-service	Component Framework	Presentation / Interface	Dynamic Server-Side Display	Siebel
Self-service	Component Framework	Business Logic	Platform Independent	Siebel
Self-service	Component Framework	Security	Certificates / Digital Signature	SSL
Self-service	Service Interface and Integration	Interoperability	Data Transformation	Great Plains
Self-service	Service Platform and Infrastructure	Database/ Storage	Storage	EMC

6. Will the application leverage existing components and/or applications across the Government (i.e., FirstGov, Pay.Gov, etc)? No
a. If “yes,” please describe. N/A

PART II: Planning, Acquisition And Performance Information

Part II should be completed only for investments identified as "Planning" or "Full Acquisition," or "Mixed Life-Cycle" investments in response to Question 6 in Part I, Section A above.

Section A: Alternatives Analysis (All Capital Assets)

1. Did you conduct an alternatives analysis for this project? Yes.
 - a. If "yes," provide the date the analysis was completed? October 30, 2006
 - b. If "no," what is the anticipated date this analysis will be completed? N/A
 - c. If no analysis is planned, please briefly explain why: N/A

2. Alternatives Analysis Results:

Use the results of your alternatives analysis to complete the following table:

Alternative Analyzed	Description of Alternative	Lifecycle Costs estimate	Lifecycle Benefits estimate
Baseline-Status Quo	status quo - NARA would continue to support customer ordering as a paper-based process, data sources were primarily the business unit's time and performance monthly statistics compilation by FY (e.g., volume of reproduction copies, time expended on reproduction copies, volume of written replies, time spent on written replies). No specific market research was performed beyond investigating best practices and standard capabilities for private and public sector online ordering services.	0	0
1 - Basic Online Ordering	Alt 1- involved implementing a Web-based order entry solution to assist customers in completing the forms. Data sources and benchmarks include International and State Archival Agencies; commercial and Federal online ordering sites; and evaluation by NARA's Business Process Re-engineering Guidance Team. Data included NARA staff and developer implementation costs; NARA staff and developer maintenance costs; legacy system administration costs; and potential cost avoidance opportunities.	0.658	0.185
2 - Enhanced Online Ordering	Alt 2 - adds to the Basic Online Ordering capabilities by	3.817	9.9

2. Alternatives Analysis Results:

Use the results of your alternatives analysis to complete the following table:

Alternative Analyzed	Description of Alternative	Lifecycle Costs estimate	Lifecycle Benefits estimate
	replacing OFAS Workflow and introducing new features such as automated correspondence management and adding additional order types. Data sources and benchmarks include International and State Archival Agencies; commercial and Federal online ordering sites; and evaluation by NARA's Business Process Re-engineering Guidance Team. Data included implementation costs; maintenance costs of legacy systems; and cost avoidance opportunities.		

3. Which alternative was selected by the Agency's Executive/Investment Committee and why was it chosen?

NARA commissioned a cost-benefit analysis of ENOS transactions related to online ordering. This assessed the value of automating specific customer transactions (i.e., fixed fee reproduction orders, microfilm orders, merchandise orders). Three alternatives were analyzed:

1. Status Quo - Continue to provide customer ordering as a paper-based process.
2. Basic Online Ordering - Implement a Web-based order entry solution, with form and field-level validations to assist customers in efficiently completing the online forms.
3. Enhanced Online Ordering - Build on the Basic Online Ordering capabilities by replacing its order processing system and introducing new features such as automated correspondence management and automation of additional order types.

The first alternative was eliminated because of our requirement to comply with the Government Paperwork Elimination Act and the need to correct the problems associated with paper-based processing (e.g., interpreting customer handwriting, completing data entry). Alternatives 2 and 3 satisfied its GPEA and ENOS requirements to implement an online ordering capability and deliver benefits such as reduced cycle time, reduced error rates, and greater accessibility of ordering services to NARA's customers.

As a new front-end system that would integrate with the existing OFAS Workflow system, Alternative 2 carried low business risk and could be implemented in less time. Alternative 3, as a full transformational solution, provided the greatest volume of benefits, such as significantly reducing cycle times for quote preparation and reproduction/merchandise order fulfillment; streamlining and adding new high-value enhancements to the order fulfillment process; and reducing labor expenditures by 20 percent or more. The high risk and far-reaching impacts of pursuing Alternative 3 compelled NARA to pursue Alternative 2 and we delivered initial online ordering capability to the public in October 2003.

4. What specific qualitative benefits will be realized?

One of ENOS' goals was to automate NARA's manual, paper-based business transactions that are used to serve its customers. The following efficiencies have been achieved in the implementation of our FY 2003 through FY 2008 ENOS transactions and are anticipated in our FY 2009 investment.

- Fast, comprehensive, and efficient customer service.
- Automation of manual tasks and processes that are completed by NARA and its customers.
- Simple, easy-to-use Web-based application interfaces.
- Increased access for customers to NARA services.
- Labor cost-avoidance through streamlined and automated internal NARA processes.
- Improved visibility and improved image with the general public, NARA partners, and Government agencies.
- Increased customer satisfaction and goodwill (from faster turnaround times, higher service quality, and greater service accessibility).

5. Will the selected alternative replace a legacy system in-part or in-whole? No

a. If "yes," are the migration costs associated with the migration to the selected alternative included in this investment, the legacy investment, or in a separate migration investment? (This investment, Legacy investment, Migration investment)

b. If "yes," please provide the following information:

List of Legacy Investment or Systems		
Name of the Legacy Investment of Systems	UPI if available	Date of the System Retirement
(System Name)	(UPI)	(Date)

Section B: Risk Management (All Capital Assets)

You should have performed a risk assessment during the early planning and initial concept phase of this investment's life-cycle, developed a risk-adjusted life-cycle cost estimate and a plan to eliminate, mitigate, or manage risk, and be actively managing risk throughout the investment's life-cycle.

1. Does the investment have a Risk Management Plan? Yes
 - a. If "yes," what is the date of the plan? October 10, 2006
 - b. Has the Risk Management Plan been significantly changed since last year's submission to OMB?
No
 - c. If "yes," describe any significant changes: N/A
2. If there currently is no plan, will a plan be developed? N/A
 - a. If "yes," what is the planned completion date? N/A
 - b. If "no," what is the strategy for managing the risks? N/A

3. Briefly describe how investment risks are reflected in the life cycle cost estimate and investment schedule: Investment risks were not accounted for in the life cycle cost estimate and investment schedule.

Section C: Cost and Schedule Performance (All Capital Assets)

EVM is required only on DME portions of investments. For mixed lifecycle investments, O&M milestones should still be included in the table (Comparison of Initial Baseline and Current Approved Baseline). This table should accurately reflect the milestones in the initial baseline, as well as milestones in the current baseline.

1. Does the earned value management system meet the criteria in ANSI/EIA Standard – 748? No
2. Is the CV or SV greater than +/-10%? No
($CV\% = CV/EV \times 100$; $SV\% = SV/PV \times 100$)
 - a. If “yes,” was it the CV, SV, or Both? N/A
 - b. If “yes,” explain the variance: N/A
 - c. If “yes,” what corrective actions are being taken? N/A
3. Has the investment re-baselined during the past fiscal year? No
 - a. If “yes,” when was it approved by the agency head? N/A

9. Comparison of Initial Baseline and Current Approved Baseline:

Complete the following table to compare actual performance against the current performance baseline and to the initial performance baseline. In the Current Baseline section, for all milestones listed, you should provide both the baseline and actual completion dates (e.g., "03/23/2003"/ "04/28/2004") and the baseline and actual total costs (in \$ Millions). In the event that a milestone is not found in both the initial and current baseline, leave the associated cells blank. Note that the 'Description of Milestone' and 'Percent Complete' fields are required. Indicate '0' for any milestone no longer active.

Description of Milestone	Initial Baseline		Current Baseline				Current Baseline Variance		Percent Complete
	Planned Completion Date (mm/dd/yyyy)	Total Cost (\$M) Estimated	Completion Date (mm/dd/yyyy) Planned/Actual		Total Cost (\$M) Planned /Actual		Schedule/ Cost (# days/\$M)		
1. PY-1 And Earlier	Sep 30, 2006	17.785	Sep 30, 2006	Sep 30, 2006	17.785	17.785	[Not answered]	[Not answered]	100
2. FY 2007 Release 6.0 Planning	Dec 31, 2006	0.2	Dec 31, 2006	Dec 31, 2006	0.35	0.35	[Not answered]	[Not answered]	100
3. FY 2007 Release 6.0 Acquisition	Sep 30, 2007	0.9	Sep 30, 2007	Sep 30, 2007	1.45	1.38	[Not answered]	[Not answered]	95
4. FY 2008 Release 7.0 Planning	Dec 31, 2007	0.2	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	0
5. FY 2008 Release 7.0 Acquisition	Sep 30, 2008	0.9	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	0
6. FY 2009 Release 8.0 Planning	Dec 31, 2008	0.2	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	0
7. FY 2009 Release 8.0 Acquisition	Sep 30, 2009	0.9	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	[Not answered]	0